14. All Service Providers agree to provide information on Directory Services and book complaints on toll free number for registering complaints;

15. All Service Providers agree to provide their subscribers satisfactory connectivity to their services and interconnectivity to the extent of their respective legal obligation under the relevant interconnection agreement and to ensure the subscribers do not suffer on account of poor service;

16. All Service Providers agree to levy reconnection charges as per the TTO or waive the same on their own discretion;

17. All Service Providers agree to allow emergency services like police, fire and ambulance for a period of 15 days during which incoming facility is allowed, if technically feasible, even after the telephone connection is suspended.

18. The subscribers agree to clear all dues within the specified time;

19. All Service Providers agree to achieve the minimum benchmarks prescribed by TRAI with respect to the quality of service and also commit themselves to improve upon the standards of service at different points of time;

20. Mutual courtesy and respect are the hallmarks of any durable relationship between the Service providers and subscribers and both agree to abide by these principles.

Though this charter is non-justiceable, Service Providers agree to strive to adhere all the points contained in this charter and to make every effort to abide by the charter.

Accessibility of 197 to cell phone users

1708. SHRI S. M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that 197, the directory enquiry number of MTNL and BSNL, is inaccessible to cellular phones;

(b) if so, whether Government are aware that non-access to 197 affects the connectivity of MTNL and BSNL subscribers all over the country;

(c) whether Government would consider making 197 accessible to all phone users in the country;

(d) the reasons for not giving this service to the entire nation;

(e) whether in the long-term such a non-connectivity affects the commercial viability of MTNL and BSNL; and

(f) the steps proposed to rectify this anomaly?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir.

197 is basically a Directory Enquiry Number for fixed line service of MTNL/BSNL. Access to this service has been provided from MTNL/ BSNL Mobile Networks.

Further, BSNL has signed separate agreements with 53 private cellular phone operators to permit access to Directory information services operated by BSNL.

Directory Enquiry Number 197 of MTNL, Delhi, is accessible to cellular subscribers of Airtel, Hutch and IDEA.

(b) The connectivity of MTNL and BSNL subscribers is not affected.

(c) No such proposal is under consideration at present.

(d) The cellular phone operators are to have commercial arrangement with other operators including BSNL/MTNL for accessing the service provided by them.

(e) No, Sir.

(f) Does not arise in view of (e) above.

Mobile services in Assam

1709. SHRI KARNENDU BHATTACHARJEE: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware that mobile services are not satisfactorily functioning in Cachar district of Assam, particularly in Silchar;

(b) if so, whether any steps are being taken to achieve the satisfactory performance level in mobile services;